

DELAWARE TRANSIT CORPORATION

POSTING NO. 083-2013

POSITION VACANCY POSTING

DATE OF POSTING June 5, 2013

CLOSING DATE June 12, 2013

**METHOD OF APPLICATION: Cover Letter/Resume/Employment Application**

INTERESTED EMPLOYEES MUST FILE FOR THIS POSITION BY COMPLETING THE APPROPRIATE BID FORM OR AN APPLICATION OR SUBMITTING A LETTER OF INTEREST AND RESUME TO THE EMPLOYMENT SECTION OF THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **June 12, 2013**. POSITIONS COVERED BY COLLECTIVE BARGAINING AGREEMENTS WILL BE AWARDED IN ACCORDANCE WITH THE PROVISIONS AND PROCEDURES CONTAINED IN THE APPLICABLE CURRENT BARGAINING AGREEMENT.

=====

POSITION #: 1093 JOB CODE #: 203

POSITION TITLE Customer Service Manager

PAY GRADE 18 PAY RATE \_\_\_\_\_ PAY RANGE \$25.969614 - \$34.626153  
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT New Castle County DEPARTMENT Chief Administrative Officer  
SECTION Customer Service

=====

CLASSIFICATION: FULL TIME X PART-TIME \_\_\_\_\_

CONTRACT: 8FR \_\_\_\_\_ 8DR \_\_\_\_\_ 32 \_\_\_\_\_ N/C X

SCHEDULED HOURS 8:00 AM – 4:30 PM SCHEDULED DAYS Monday – Friday

=====

SUMMARY OF POSITION:

The Customer Service Manager is responsible for the administration of a full service, statewide customer and information services program for the Delaware Transit Corporation (DTC). The Customer Services Manager manages Customer Relations and the Information Center staff. Specific responsibilities include overall management of customer services for all transit modes; management of fixed route schedule and fare information dissemination, through a customer information center; investigation and response to all customer service complaints and/or inquiries including those received through the DTC website, email, Governor's Office of Constituent Relations, and/or in letter format; preparation of data for inclusion in DTC's strategic plan; assisting in budget preparation and supervision of reception desks for DTC administrative offices. Financial responsibilities include preparing an annual customer service budget; analyzing daily and monthly Beech Street Ticket Store, DART card inventory, daily and monthly Beech Street Ticket Store reconciliation, and Beech Street Ticket Store variances; initiating corrective actions when variances are discovered; resolving issues concerning DART card orders; issuing DART card remaining value refunds to customers; overseeing and monitoring DART card exchanges and returns; and analyzing DART card data and statistics. The Customer Service Manager is responsible for all written communication with customers, as well as related representational duties within the community.

JOB DESCRIPTION: AVAILABLE THRU HR DEPT X

=====

EQUAL OPPORTUNITY EMPLOYER

**SEE PREFERRED QUALIFICATIONS ON SECOND PAGE**

**Preferred Qualifications:**

**Please address each Preferred Qualification separately.**

1. Experience in leading customer services and customer information functions in a large organization with a complex mission.  
**(Applicant must detail all experience in leading customer services and customer information functions in a large organization with a complex mission).**
2. Experience in managing a public sector organization.  
**(Applicant must detail all experience in managing a public sector organization).**
3. Experience in management of collective bargaining unit employees.  
**(Applicant must detail all experience in management of collective bargaining unit employees).**
4. Experience in analysis of complex problems.  
**(Applicant must detail all experience in analysis of complex problems).**

JOB DESCRIPTION: AVAILABLE THRU HR DEPT \_\_\_\_\_X\_\_\_\_\_

=====

EQUAL OPPORTUNITY EMPLOYER

**" Submission must specifically address the skills referenced in each Preferred Qualification."**

Req.# XXXXXX